

WHAT IS CLAIMED IS:

1. A method for processing the returns of merchandise purchased through the World Wide Web comprising:

5 identifying a user;

gathering a transaction history associated with the identified user;

displaying the transaction history associated with the identified user; and

10 initiating a returns process in response to selection, by the user, of a transaction displayed in the transaction history.

2. The method of Claim 1 further comprising
15 retrieving a preference profile for the identified user.

3. The method of Claim 2 further comprising crediting a user account indicated in the user preference profile based upon the transaction selected.

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4. The method of Claim 1 further comprising notifying a retailer associated with the transaction selected by the user.

25 5. The method of Claim 4 further comprising providing the retailer with the transaction information and user information associated with the transaction selected by the user.

6. The method of Claim 1 further comprising
generating a return shipping label for the merchandise to
be returned.

5 7. The method of Claim 1 further comprising
notifying a shipping provider of a merchandise return to
be picked up.

10 8. The method of Claim 1 further comprising
auctioning the merchandise selected for return by the
user.

15 9. The method of Claim 1 further comprising
communicating between a client system and a server system
via the Internet.

10. A method for processing the local return of
remotely purchased merchandise comprising:

displaying, on a client system, a transaction
listing containing transactions associated with a user;

5 the transaction listing including at least one
individual transaction indicative of merchandise
purchased by the user from a retailer; and

initiating a returns process in response to
selection of at least one individual transaction by the
10 user.

11. The method of Claim 10 further comprising:
identifying the user; and

retrieving transaction information associated with
15 the identified user.

12. The method of Claim 10 further comprising:
transmitting an identifier to a server system; and
retrieving a user preference profile previously
20 stored for the user identified by the identifier.

13. The method of Claim 12 further comprising:
completing the returns process based upon settings
in the user preference profile.

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14. The method of Claim 10 further comprising:
notifying the retailer of the merchandise to be
returned; and

providing transaction information associated with
30 the merchandise return the retailer.

15. The method of Claim 10 further comprising:
notifying a shipping agent of a merchandise return
package to be shipped; and
generating a shipping label for the merchandise
5 return package.

16. The method of Claim 12 further comprising
issuing a credit to a user account indicated in the user
preference profile.

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17. A system for processing merchandise returns comprising:

- a server communicatively coupled to a network;
the server operable to receive single-action
- 5 requests from the network;
at least one transaction database communicatively
coupled to the server;
at least one customer database communicatively
coupled to the server;
- 10 a program of instructions executable by the server;
and
the program of instructions operable to access a
client identifier included in the return request,
identify a customer in the customer database based upon
- 15 the client identifier and create at least one transaction
listing from transactions included in the transaction
database associated with the identified customer.

18. The system of Claim 17 further comprising:
- 20 at least one client communicatively coupled to the
network;
at least one display operably coupled to the client;
the display operable to display the transaction
listing created by the server; and
 - 25 the client operable to transmit a single-action
return request to the network in response to selection of
at least one transaction displayed in the transaction
listing.

19. The system of Claim 17 further comprising the program of instructions operable to initiate a returns process in response to selection of at least one transaction from the transaction listing.

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20. The system of Claim 19 further comprising the program of instructions operable to retrieve a preference profile for the identified user and complete the returns process based upon settings included in the preference profile.

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